



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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December 30, 2005

TO: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – INGRID'S  
RESIDENTIAL CARE FACILITIES, INCORPORATED, INGRID'S  
RESIDENTIAL CARE GROUP HOME**

We have completed a review of Ingrid's Residential Care Group Home (Group Home or Agency) operated by Ingrid's Residential Care Facilities, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

The Group Home is a six-bed facility, which provides care for girls ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, the Group Home was providing services for five Los Angeles County DCFS children.

Ingrid's Group Home is located in the Second District.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program

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services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency has deficient areas that need to be addressed.

The Group Home needs to landscape and remove debris from the backyard; replace the worn chairs in the living area; clean the stove/oven, the bathtub in bathroom three, and the shower in bathroom two; repair or replace the refrigerator seal and the refrigerator vent cover; provide a full complement of linens for children's beds; replace a missing closet door knob; provide assessments for needed services within 30 days for each child; include the treatment team in the development and implementation of Needs and Services Plans with input from the child; provide and maintain current Needs and Services Plans for each child that are comprehensive and include short and long term goals; provide documentation to reflect that children are receiving treatment services as identified in their Needs and Services Plans; provide educational support and resources to meet the educational needs of each child; and provide children with the required minimum base allowance.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg

[http://auditor.co.la.ca.us/group\\_home.asp](http://auditor.co.la.ca.us/group_home.asp)

### **Attachments**

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Paul Higa, Chief Probation Officer  
Geneva Peterson, Executive Director, Ingrid's Group Home  
Public Information Office  
Audit Committee

**Ingrid's Residential Care Facility  
2140 East 126th Street  
Compton, California 90222  
Phone: (310) 604-0911  
License Number: 191600579  
Rate Classification Level: 10**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

The Group Home is located in a residential community. The front exterior of the Group Home is well maintained and adequately landscaped. However, the backyard is not adequately landscaped, and there is also debris; an old sink, a bath tub and a washing machine in the yard.

There is adequate furniture and lighting in the Group Home. However, the common quarters are not well maintained. The chairs in the living area are worn and dirty. The kitchen stove/oven, the shower in bathroom two, and the bathtub in bedroom three are dirty and need extensive cleaning. The refrigerator seal is loose and the vent cover is missing.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable; however, children's beds do not have mattress covers or top sheets. In bedroom three, the closet door knob is missing. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Ingrid's Residential Care management:**

- a. Landscape the backyard.**
- b. Remove the debris from the back yard.**
- c. Replace the worn chairs in the living area.**

- d. Clean the stove/oven.
- e. Clean the shower in bathroom two, and the bathtub in bedroom two.
- f. Repair the refrigerator seal.
- g. Replace and/or repair the missing vent on the bottom of the refrigerator.
- h. Provide a full complement of linens for the children's beds, including mattress covers and top sheets.
- i. Replace the missing closet door knob in bedroom three.

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. However, one child was not assessed for needed services within thirty days of placement.

The treatment team is not included in the development and implementation of the Needs and Services Plans (NSPs) with input from the child. The NSPs are not current, comprehensive, and do not include long and short-term goals.

Case files do not reflect adequate documentation to show that children are receiving treatment services.

## **Recommendations**

### **2. Ingrid's Residential Care management:**

- a. Provide assessments for needed services within 30 days of placement for each child.
- b. Include the treatment team and input from the child in the development and implementation of the NSPs.
- c. Provide and maintain current NSPs for each child.

- d. Provide NSPs that are comprehensive and include short and long term goals.
- e. Provide documentation to show that children are receiving treatment services as identified in their NSPs.

### **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. The Group Home's program includes the development of children's daily living, self-help, and survival skills. However, one child is not provided with adequate educational support and resources to meet her educational needs, and is not progressing satisfactorily in school.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

#### **Recommendation**

- 3. Ingrid's Residential Care management provide sufficient educational support and resources to meet the educational needs of each child.

### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

According to the Agency's management, there are currently no residents receiving psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

### **Recommendations**

There are no recommendations for this section.

### **VII. Clothing and Allowance**

#### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendation**

- 4. Ingrid's Residential Care management provide children with the required minimum base allowance.**

**INGRID'S RESIDENTIAL CARE FACILITIES, INC.**  
**1118 E. 131<sup>ST</sup> STREET**  
**LOS ANGELES, CALIFORNIA 90059**  
**(310) 604-0911, (310) 604-0566,**  
**(310) 704-2599 (cell)**

October 13, 2005

TO: Candace Rhue, Group Home Audit Supervisor  
Department of Auditor-Controller, Kenneth Hahn Hall of  
Administration, 500 W. Temple St., Room 515-A  
Los Angeles, California 90012

FROM: Geneva Peterson, RN, MA  
Administrator

RE: Corrective Action Plan

1. Facility and Environment  
Recommendations

1. Ingrid's Residential Care management:

a. Landscape the backyard.

We are in the process of landscaping the backyard. The landscaping will be complete within the next thirty days. The Administrator is working closely with the gardeners and planting new plants. The gardener services have been increased to weekly and the gardeners are responsible for cultivating the plants and watering. The Agency's plan for ensuring that this deficiency will not occur again in the future is to monitor the gardening services weekly to ensure that the job is being done well. The person responsible for monitoring to ensure that the corrective action remains implemented and is working as intended in the Administrator.

b. Remove the debris in the backyard.

The debris has been removed from the back yard.



The Facility Manager will monitor the backyard daily and remove debris in a timely manner.

- c. Replace the worn chairs in the living area.

The chairs have been sent out to be upholstered and we are expecting them back within the next two weeks.

The Agency's plan to ensure that this deficiency will not occur again is to have the chairs covered with plastic covers and work closely with the staff and clients to ensure that food is not being consumed in the living room and hair dressing is being carried out in the bedrooms/bathrooms.

The Administrator is responsible for implementing the corrective action and the Facility Manager is responsible for monitoring to ensure that the corrective action remains implemented and is working as intended.

- c. Clean the stove/oven.

The stove/oven is being cleaned nightly by the night staff. The Agency's plan to ensure that this deficiency will not occur again is the Facility Manager check the stove daily when she comes on duty and reports her negative finding immediately to the Administrator. The Administrator is responsible for implementing the plan and the Facility Manager is responsible for monitoring daily to see if the plan is working properly.

- e. Repair and/or repair the missing vent on the bottom of refrigerator.

The refrigerator has been replaced. The Administrator is responsible for seeing to it that this deficiency does not occur again by having maintenance performed in a timely manner. The Administrator is responsible for implementing the plan and the Facility Manager is responsible for daily monitoring and reporting to Administration in a timely manner.

- f. Replace and/or repair the missing vent on the bottom of refrigerator.

The refrigerator has been replaced. The Facility Manager is responsible for monitoring daily to see that the vent is in place and this deficiency never happens again. The Administrator is responsible for implementing the plan and the Facility Manager is responsible for seeing that the plan is being followed.

- g. Clean the bathtub in bedroom three.

Staff on every shift is responsible for seeing that the bath tub is kept clean at all time. The staff is responsible for rounding doing shift change and reporting to Facility Manager any negative findings. The staff has been counseled regarding monitoring clients while they are doing their chores to ensure that the chores are being done properly.

The person responsible for implementing the corrective action plan and monitoring daily to see that the plan is being executed properly is the facility manager.

- h. Clean the shower floor in bathroom two.  
Staff on all shifts is responsible for maintaining the shower floor in a clean, sanitary condition. The evening staff is responsible for monitoring the client responsible for the bathroom chore to ensure that the shower floor is clean properly. The Facility Manager is responsible for implementing the plan and monitoring to ensure that the plan is being carried out satisfactorily.

- i. Provide mattress covers and a full complement of linens for the children's beds.

The beds have been completely dressed and the clients have been counseled regarding the necessity of keeping the mattress covers and a full set of linen on the beds at all the time. The Facility Manager is responsible for implementing and monitoring daily to ensure that the plan is being followed.

- j. Replaced the missing knob on the top closet door in bedroom three.

The missing knob has been replaced on the top closet door in bedroom three. The facility manager will check daily for missing knob, etc. and report to the Administrator so that the maintenance person can be called in a timely manner.

## II. Program Services

### Recommendations

#### 2. Ingrid's Residential are management:

- a. Provide assessments for needed services within 30 days for each child.

The facility social worker has been informed again that the assessments for needed services has to be performed with 30 days of placement. The Agency has informed the social worker that her check will be held until the reports are completed and if necessary her services will have to be terminated. The person responsible for implementing this plan is the Administrator. The Administrator is

also responsible for seeing that this plan is fully executed.

- b. Provide a treatment team to develop and implement the NSPs with input from the child.

This plan is in the process of being implemented. It will be fully implemented within the two weeks. The social worker knows that she is responsible for communicating with the psychologist and psychiatrist and meeting regularly with the staff to develop a comprehensive treatment plan for each client. The Administrator is responsible for implementing this plan and monitoring weekly to ensure that this plan is being executed properly.

- c. Provide and maintain a current NSP for each child.

This plan has been implemented. The Agency's plan to see that this deficiency never occurs again is to monitor the NSPs weekly and withhold payment to social worker until NSPs completed and if necessary terminate services. The Administrator is responsible for implementing this plan and for monitoring weekly to see if NSPs are current.

- d. Provide NSPs that are comprehensive and includes short and long term goals.

This plan has not been fully implemented. It will be fully implemented within the next week. The Agency's plan to see that this deficiency does not occur again is to monitor the NSP's closely, on a weekly basis. The person responsible for implementing this plan is the Administrator and also she is responsible for seeing that the plan is been followed correctly.

- e. Provide documentation to reflect adequately that children are receiving treatment services as identified in their NSPs.

The plan has been implemented. The Agency's plan to ensure that the deficiency will not occur again in the future is to check weekly to see that the notes are in place and that they reflect treatment services identified in the NSPs. The person responsible for implementing the plan and ensuring that the plan is being fully executed is the Administrator.

III Educational and Emancipation Services

Recommendations

3. Ingrid's Residential Care management provide education support and resources to meet the educational needs of each child.

This plan has been implemented. The Agency's plan to ensure that the deficiency will not occur again in the future is to work closely with the school to ensure that the clients are going to class. Clients are going to tutoring at high school twice weekly, going to the library twice weekly and being tutored by staff daily on the computer. The person responsible for implementing this plan is the Facility Manager. She is also responsible for monitoring to ensure that the plan is being carried out correctly.

IV. Clothing and Allowance

Recommendations

4. Ingrid's Residential Care management provides children with the required minimum base allowances.

This recommendation is implemented. The Agency has posted in the front of the client allowance log that the minimum base allowance is \$7.00 per client and staff responsible for issuing allowance has been counseled regarding same. The person responsible for implementing this recommendation is the Administrator and the Administrator is also responsible for monitoring weekly to ensure that the plan is being followed.

Thank you.